FCS i-Services

Dynamic In-Room IP Phone Applications

FCS **i-Services** brings state-of-the-art technology to the hospitality industry - enabling a truly personalized experience, and sophisticated guest profiling. Hoteliers can deliver an immersive, interactive guest experience, with multimedia, information and services at the touch of a screen.

i-Services delivers enhanced capabilities through a portfolio of applications that work with your hotel's systems to improve and expand service delivery.

With **i-Services**, each center of operation, department or room can benefit form Internet connectivity to optimize operations and minimize redundant procedures. The personal service experience is extended as hoteliers can reach guests in more ways than ever before.

In general, it is an IP phone application designed for use in a Hotel, Resort and any Hosptality environment.

Why do you need i-Services :

1. Enhances Hotel Brand and Presence to your hotel guests

   - Ability to reach the hotel guests in their room via multiple entry points.
   - Promotes hotel events to the guest with instant information update.
   - Appeals to guests with different preferences and visual effects.

2. Increases Revenue

   - Promotes hotel's restaurants, shops, spas and other sources of income.
   - Sells advertisement space to other vendors within the hotel.

3. Extends and improves personalized services

   - Sophisticated guest profiling means guests gain from a more personal, intimate stay, from the moment they check in.

Standard Features:

- Displays personalized welcome message upon guest check in.
- Displays in-house promotion, advertisement, guest announcement and even emergency alerts on the phone.
- Personalizes all guest communication services – IDD, Messages, Voice Mail, Speed Dial, SMS, & Email.
- Allows guest to retrieve and view call logs, folio and text messages on the phone system.
- Allows guest to activate and set up DND & Wake-up call directly on the phone system.
- Provides live information from the internet, such as weather fore casts, flight information, stock quotes, and foreign currency exchange rates.*
- Allows the hotel to update room status and posting of mini-bar con sumption charges.
- Displays digital clock with up to 4 different time zones.
- Supports multiple languages – English, Chinese (Traditional & Simplified), Japanese, French, German and Spanish.*

Optional Features:

- Displays and updates pre-set static data including city information, maps, transportation, currency conversion information, etc, via a customized web console.
- Customized icon designed to hotel's preference.
- Can set multiple or unique welcome screen based on Group, VIP and Language Code during check-in.
- Guest can view estimated charges of a call before, during and after stay.*

- Allows guest to make direct service request through the phone touch screen/button.*
- Allows guest to personalize the phone interfaces with individual photos (from the hotel guest database), speed dial numbers, and access specific websites via a web portal.
- Allows hotels to print news briefs / headlines as disposable leaflets for breakfast trays and tablemats - replacing newspaper deliveries.*
- Allows display of all retail stores' operating hours and services with direct dial option to any specific store.
- Guest can make in-house restaurant and facilities reservation through the phone with immediate responses.
- Conduct simplified or complex guest surveys, and obtain feedback via the phone system.*

* Please check with your local FCS sales office for the specific requirement and compatible IP Phone device model.
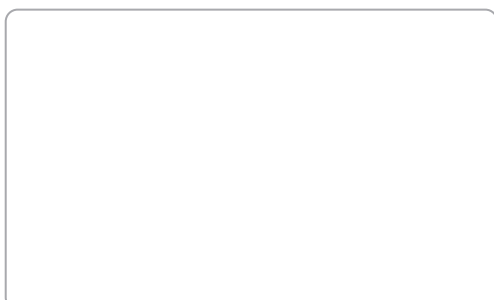
For more information, please contact your local sales office or visit www.fcscs.com

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